

# FAIZULLA KHAN

## Operations Team Leader

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### SUMMARY

Dynamic and results-oriented team leader with 8 years of experience in driving managed services and overseeing operational functions. Skilled in building cross-functional relationships, managing product lines, and adapting to evolving business needs with precision. Experienced in handling substantial cash flows and accounts in an exchange house environment, ensuring strict compliance with security regulations. Demonstrates a strategic mindset and exceptional adaptability, developing innovative solutions that drive growth, streamline processes, and enhance client partnerships.

### PROFESSIONAL EXPERIENCE

#### Operations Team Leader

Lari Exchange 11/2020 - 04/2024 Abu Dhabi, United Arab Emirates

- Enhanced branch operations by implementing efficient workflows, boosting daily output by 20% through careful tracking and adjustments. Managed retail banking tasks such as remittances, forex trading, and WPS processing, leveraging CRM systems to optimize customer interactions and streamline financial processes.
- Directed all counter operations with a focus on operational excellence, while expertly managing employee relations by providing comprehensive onboarding training for new hires, ensuring seamless continuity and upholding company standards.
- Provided robust technical support and proficiently managed mobile applications, leveraging expertise to streamline operational processes and elevate the customer experience.
- Demonstrated adept management of high-value foreign exchange transactions and led teams in navigating complex financial deals, consistently delivering optimal outcomes for the organization.
- Strategically retained 40+ clients through proactive communication, maintaining high standards in quality control to prevent withdrawals and secure significant deals that bolster company growth.

#### Patient Administrator & Cashier Accountant

HBS Hospital 10/2018 - 10/2020 Bangalore, India

- Compassionately interacted with patients, ensuring confidentiality of medical information, managing appointments, handling funds, and maintaining accurate records. Provided comprehensive administrative and office support to enhance overall patient experience and operational efficiency.
- Demonstrated strong communication skills by responding to inquiries from 80+ patients regarding procedures, policies, and available medical services, effectively managing the patient experience to ensure clear, satisfactory, and compassionate support.
- Collaborated with multidisciplinary personnel to improve response times and overall patient care. Maintained transparent communication with governing boards, department heads, and medical personnel.
- Managed patient database and assisted in the account management of over 2,000 patients for all funds received and disbursed related to medical and hospital transactions. Ensured accurate financial record-keeping and compliance.

#### Customer Service Representative - Front Office

Lari Exchange 10/2014 - 09/2015 Abu Dhabi, United Arab Emirates

- Exhibited skillful collaboration with clients, using innovative approaches and negotiation techniques to significantly increase customer acquisition and strengthen relationships, while delivering exceptional service and optimizing daily operations.
- Achieved daily service and product targets, registering 75 new clients while delivering excellent service. Prepared W.P.S Salary Information Files for corporate clients.
- Actively participated in and coordinated day-to-day business operations, ensuring the delivery of excellent foreign exchange services.
- Managed corporate registration with meticulous attention to document verification, ensuring strict compliance with Central Bank of the UAE regulations while upholding confidentiality and providing efficient, high-quality service.

### MANAGEMENT & LEADERSHIP SKILLS

#### Operations Management

Strategic Direction Project Management

#### Stakeholder Management

Trainer Mentoring Complaint Resolution

#### AI-powered Scheduling Tools

### CERTIFICATIONS

#### Diploma in computer applications

Microsoft Office / Excel / Powerpoint / Word / Outlook - NICT Institute Aug-2014 Bangalore, India

#### Diploma in Tally ERP.9 Level-2

NIIT Institute Nov-2013. Bangalore, India

### KEY ACHIEVEMENTS



#### Dynamic Executor Trust-Driven Performance Excellence.

Consistently entrusted with challenging tasks by Lari Exchange Chairman, honing my ability to thrive under pressure, cultivating continuous learning, and embracing daily opportunities for professional growth.

### KEY ACHIEVEMENTS

#### Chairman-Appointed Currency Exchange Leader

Facilitated the new currency exchange of AED 2.8 million for 600+ clients in a week, appointed by Lari Exchange Chairman. This appointment showcases trust in my precision and compliance expertise.

### LANGUAGES

English Native ●●●●●

Urdu Native ●●●●●

Hindi Native ●●●●●

Arabic Advanced ●●●●●

### STRENGTHS



#### Professional Strengths

Proven ability to handle challenging tasks, ensuring timely and smooth operations with a focus on successful completion.



#### Operational Excellence and Team Management

Skilled at managing high-pressure situations, with a proven track record in supervising, training, and mentoring teams. Ensures operational excellence by implementing rigorous quality standards and effective oversight.

## PROFESSIONAL EXPERIENCE

### Operations Supervisor

Epson India Pvt

06/2013 - 09/2014 Bangalore, India

- Supervised and led a departmental team, providing technical support to identify and resolve operational issues across 132 service centers in India.
- Collaborated closely with Regional Managers and the H.O.D to ensure seamless operations. Monitored the performance of both external and internal service providers, including technicians and the helpdesk team.
- Led a team of 15 as a project manager, fostering a trusting and respectful team environment.
- Improved operational efficiency through the implementation of project management strategies and in-depth problem analysis.

## EDUCATION

### Bachelor's Degree in Commerce

C.M.R. University

08/2015 - 11/2019 Bangalore, India

- I hold a B.Com degree from CMR University, an autonomous college, with a focus on business development & management, financial accounting, taxation, audit, and human resources management. My strong academic foundation equips me with a comprehensive skill set for diverse roles in the corporate sector.

### C.E.B.A. in Commerce

St. Germain PU College,

05/2011 - 05/2013 Bangalore, India

- I successfully completed my pre-university education, specializing in Computer Science, Economics, Business Studies, and Accountancy. This well-rounded curriculum, which includes Business Administration, Corporate Finance, Accounts, and Operations, has equipped me with a versatile skill set suitable for a range of roles in business administration, corporate finance, accounts, and operations.

## AWARDS



#### AML, CFT Compliance & Anti-Fraud Awareness - 2024

Awarded for AML/CFT compliance and anti-fraud excellence at Lari Exchange



#### Counterfeit Currency Detection And Reporting - 2021

Recognized for detecting and reporting counterfeit currencies with diligence at Lari Exchange



#### Award Of Appreciation - 2022

Recognized with an appreciation award for proactive engagement in Q&A during a business development meeting at Lari Exchange



#### Best Employee Award -2014

Received the Best Employee Award from the Regional Head at Epson.

## INTERNSHIP



### Bosch LTD (INTERNSHIP IN AUTOMOTIVE INDUSTRY)

Conducted a study on cultural diversity within the organization, gaining insights into diverse work environments and intercultural communication.

## ADDITIONAL SKILLS

Analytical Skills Predictive Analytics

Problem-Solving Corporate Finance

AI-driven Data Entry and Email Management

Research & Data Analysis

Intelligent CRM Systems

Customer Experience Management

Time Management MS Office Proficiency

Report Creation/ Presentation Design/ Document Formatting